

Reporting of Complaints/Incidents:
Survey & Certification

Providers: If you are a facility or healthcare provider and are mandated to report an incident as required by State or Federal regulations, please email Survey & Certification directly with all pertinent details of your report to AHS.DAILSCIntake@vermont.gov. You may include attachments to your emails if needed.

For reports mandated by Adult Protective Services (APS), a separate report is REQUIRED.
Please make APS-required reports directly to APS via the following link to the online reporting form:

<http://www.dlp.vermont.gov/abuse-reporting-form>

If you are unable to do so, please fax your report to 802-241-0480 or call via the toll-free hotline at 1-888-700-5330

For Consumers:

In addition to regulatory compliance inspections, S&C investigates consumer complaints regarding the health care services received at the facilities/providers to include: nursing homes, hospitals, home health agencies, hospice programs, dialysis facilities, clinical laboratories, rural health clinics, federally qualified health centers, residential care homes, assisted living residences, therapeutic community residences, ambulatory surgical centers, home for the terminally ill, and intermediate care facilities.

We investigate complaints about ongoing or recent problems only. If the matter about which you are complaining about occurred more than 12 months ago we are generally unable to investigate.

Before filing a complaint with us, we urge you to raise any concerns initially with the management of the facility/provider.

Do not hesitate, however, to contact S&C with complaints that may seriously jeopardize patient health and safety. The earlier an incident is reported, the better opportunity of a thorough investigation of your concerns.

If the concerns relate to the provision of health care services, an investigation is conducted and complainants receive notice of the results of that investigation. If the concerns are not found to be an alleged violation of applicable law or regulation, complainants are informed and are also informed of available options when applicable. The investigation will determine whether a facility/provider has failed to meet federal and/or state requirements. In cases where S&C determines there is a violation of federal and/or state requirements, S&C will issue a citation to the facility/provider. Depending on the severity level of the citation, the facility/provider may be required to submit a plan of correction that is acceptable to S&C and correct the deficient practice.